

From: mkmcguire@mail.ci.lubbock.tx.us
To: 'Chris Morgan'
Subject: RE: Vigilant Gallery
Date: 2019-06-25 08:11
Attachments: RE: Vigilant Gallery.html [\[Save\]](#) [\[Open\]](#)
image001.png [\[Save\]](#) [\[Open\]](#)
Creation Date: 2019-06-25 08:11
Store Date: 2019-06-26 18:51
Status: read
Box Type: sent
Folder: Marian McGuire > Sent Items
Message Id: 1b3eeded8686447b288e6dfff2f276c00000000010a#1b3eeded8686447b288e6dfff2f276c0003b8b52e16

A text version of the message is not available. Please refer to TEXT.htm.

Are the instructions written someplace? Are they in one of the manuals you sent during the Admin training?

From: Chris Morgan [mailto:chris.morgan@motorolasolutions.com]
Sent: Tuesday, June 25, 2019 8:09 AM
To: Bailea Coffel <BCoffel@mail.ci.lubbock.tx.us>; Marian McGuire <mkm McGuire@mail.ci.lubbock.tx.us>
Subject: Re: Vigilant Gallery

I checked your account and access to the databases was not enabled. I enabled it for you.

Marian- You may need to enable your FR databases for all of your users. It may not have been applied.

If you need help with this, please let me know.

Thanks,

Chris

[photo]

Chris MOrgan, Lieutenant, Long Beach Police Department, Ret.
Manager, Customer Training and Development

Vigilant Solutions

m: 512.7559006

e:Chris.Morgan@VigilantSolutions.com

[photo]

On Mon, Jun 24, 2019 at 3:21 PM Bailea Coffel <
BCoffel@mail.ci.lubbock.tx.us <mailto:BCoffel@mail.ci.lubbock.tx.us> >
wrote:

Good afternoon!

I've had multiple requests for facial recognition today and when I go into the facial recognition link, I'm seeing "no gallery available", "no state/region available", "no metro area available", and "no county available".

I was wondering if you could help me with this.

I called the customer service line but was sent to a voicemail with a full mailbox.

Thanks in advance!

[Email Signature Snip]

WARNING: This message was sent from outside the City of Lubbock's email system.

It could contain harmful attachments or links to harmful web pages.